

HEALTH PROGRAM ASSISTANT II BREASTFEEDING PEER COUNSELOR

DEFINITION

Under supervision of a program director, and the Breast Feeding Peer Counselor Coordinator provides direct breastfeeding counseling, education, and outreach services to WIC clients. May also assist a health professional by obtaining information from clients relating to the WIC certification process, providing health education to clients, maintaining client health records, and other program-related duties. May provide administrative assistance to program director or health professional.

EXAMPLES OF DUTIES AND RESPONSIBILITIES

(The following are intended to illustrate typical duties and responsibilities; they are not meant to be all-inclusive or restrictive.)

1. Provides direct education and consultation regarding breastfeeding to WIC clients and is willing to provide services outside of regular business hours.
2. Additional duties may include breast pump education, distribution and follow-up, coordination with public health home visiting program, outreach and collaboration with other agencies, businesses and organizations and to recruit volunteers to maintain continuation of the Peer Counseling Program.
3. Explains the services of the program to prospective clients; interviews clients to obtain financial, health-related and demographic information in order to determine eligibility for program services; records information in administrative or medical/health records.
4. Assists a health professional by obtaining a client's height and weight; collects blood sample for iron check and lead content.
5. Explains details of the program to clients such as correct use of food instruments, approved foods, and makes referrals as necessary; answers questions about health and health services provided by the unit.
6. Assists with the health education program by providing education and referrals, collecting health information and teaching classes, and providing brochures to clients; schedules client for next visit.
7. Works with outreach coordinator to develop new outreach efforts, distribute information, organizes and plans continued outreach events to increase awareness of the program in the community, and plan and organizes a calendar of events for current and future outreach events.
8. Provides administrative support at outlying clinics and main clinic when needed; sets-up

clinic for operation; answers the phone and provides information or schedules appointments.

9. Performs related work as assigned.

Work is performed in an office, clinic and home environment and requires typical range of motion and physical agility associated with the operation of office equipment. Work also requires exposure to body fluids and may require the use of rubber gloves.

MINIMUM REQUIREMENTS

Education:

High school graduation or equivalent, preferably supplemented by course work or training in the health sciences.

Experience

Experience in a public health program such as WIC, including performing office support duties including the operation of personal computers and considerable contact with the public.

Knowledge of

The office support procedures used to provide assistance to a program manager or director.

The meaning of medical terminology used in the assigned office. Effective communication techniques.

The operation of personal computers with word processing, spreadsheet, or database applications.

Ability to

Maintain effective working relationships with division and department staff, and the public.

Learn the specific requirements of the position in the assigned health program area.

Perform multiple tasks simultaneously.

Skill in

Performing office support duties including the operation of personal computers with word processing, spread sheet. or data base applications.

Dealing with the public in a friendly and courteously manner.

Communicating effectively in writing and verbally.

Other

Past or current participant in WIC with history of breastfeeding at least one baby.

CLASSIFICATION

Grade 2

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Action
Adopted

Date
6/23/10

Reference
Commissioners Minutes